

ADMITTING OFFICER SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
2763	Admitting Officer I	04	440	6 mo.	02/15/90
2764	Admitting Officer II	04	440	6 mo.	02/15/90
2765	Admitting Officer III	04	440	6 mo.	02/15/90
4535(2765)	Admitting Officer IV	04	440	6 mo.	02/15/90

Promotional Line: 133

Series Narrative

Employees in this series admit, transfer, and/or discharge patients to/from a health care facility (such as a hospital or clinic). They typically:

--screen and/or interview patients to obtain personal, financial, and statistical data

--evaluate the financial status of patients to determine their ability to pay medical charges or their eligibility for public or other assistance programs (such as health maintenance programs)

--provide liaison between units involved in the admission or transfer of patients and the arrangement of accommodations for the patients in facility, and

--provide initial input of patient data into computer system.

Higher level Admitting Officers:

--supervise, direct, and/or coordinate various units of the admissions department of the facility.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Admitting Officer I

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Employees at this level screen patients applying for admission to the facility and/or interview those who may be admitted routinely to it; and/or input patient data into computer system. They work under direct supervision from higher level personnel.

An Admitting Officer I typically –

1. interviews patients without difficult or unusual admitting problems (or their representatives) to obtain information about the patients (such as demographic data, insurance coverage, and occupation); screens and refers patients with difficult or unusual admitting problems (such as patients who may be eligible for public assistance in the payment of their medical charges) to higher level admitting officers

2. explains facility regulations to patients (such as visiting hours or disposition of clothing and valuables); provides information to prospective patients or their representatives, physicians, and other persons by phone about standard admissions practices and policies or federal and state medical care assistance programs
3. analyzes the financial background of patients and inputs patient data into computer system, assigning codes that determine the level and payment responsibility
4. prepares admission forms and makes other admission arrangements (such as escort to assigned room); obtains patient records and related forms
5. determines referring, admitting, and attending physicians and records information after checking eligibility privileges of attending physician
6. places patient's valuables in safe and issues receipt
7. prepares reports as assigned
8. performs related duties as assigned

Level II: Admitting Officer II**2764**

Employees at this level conduct difficult or sensitive interviews of patients and resolve complex admissions problems (such as those requiring interpretations of admission regulations or state and federal laws or the application of an in-depth knowledge of medical care assistance programs). They work under general supervision from higher level personnel.

An Admitting Officer II typically –

1. conducts in-depth interviews of patients who are applying for public assistance (or their representatives) and, if necessary, maintains follow-up contacts with patients while in the facility or after discharge to obtain demographic, insurance, and/or financial information needed to evaluate, determine, and document eligibility for assistance programs
2. resolves complex admitting problems (such as communicating with uncooperative patients or those with language difficulties or locating patient's relatives when written consents or death certificates are required)
3. compiles and records data for death certificates
4. reviews physician's order for admission to identify conditions and diagnoses not covered by medical care assistance programs; obtains prior agency approvals for payment as needed and counsels patients accordingly
5. determines referring, admitting, and attending physician and records information after checking eligibility privileges of attending physician
6. prepares admission forms and makes other admission arrangements (such as escort to assigned room); obtains patient records and related forms

7. places patient's valuables in safe and issues receipt
8. compiles statistics and prepares reports (such as elective admission schedule or statistics on the number of patients eligible for specific aid programs)
9. performs related duties as assigned

Level III: Admitting Officer III**2765**

Employees at this level (1) supervise the day-to-day operations of a program (such as bed control program or one evaluating the eligibility of patients for public assistance) that forms a sub-unit of (a) one of the major divisions of the admissions department of a large health care facility (such as an inpatient admissions processing division composed of multiple programs in a 500-bed hospital) or (b) the admissions department of a moderate-sized facility (such as a 150-bed facility) or (2) direct the activities of the entire division/department on an evening or night shift. They work under direction from higher level personnel.

An Admitting Officer III typically –

1. supervises the work of lower level admitting officers assigned to the program/division/department, such as
 - preparing work schedules and revising as necessary
 - assigning, monitoring, and evaluating work of employees
 - orienting employees and answering questions about interpretation of rules and regulations as they arise
2. monitors the operations of the program/division/department to determine if services are being provided (such as monitoring the status and occupancy of beds, the notification of patients of their eligibility for aid and the submission of such applications, or the security of patients' valuables)
3. corrects or resolves problems that arise in the operation of the program/ division/department (such as problems in scheduling patients or bed assignments or the correction/completion of applications for aid programs)
4. provides liaison with other areas in the facility (such as notifying other departments of the admission of patients)
5. is responsible for the production and distribution of statistical reports (such as periodic census reports or admission, discharge, and transfer lists)
6. performs complex admissions duties typical of the second level of this series
7. performs related duties as assigned

Level IV: Admitting Officer IV**4535(2765)**

Employees at this level direct and coordinate the activities of (a) a major division of a large health care facility or (b) the entire admissions department of a moderate-sized facility. They work under administrative supervision from higher level facility personnel.

An Admitting Officer IV typically –

1. selects, supervises, and evaluates lower level admitting officers assigned to the division/department
2. develops staffing plan for the division/department to optimize production within budgetary constraints
3. provides information to, and coordination of the patient admission process with, other facility services (such as nursing, dietary, patient accounts, and medical records)
4. evaluates the operation of the division/department and makes recommendations for developing standards and guidelines for it
5. assists in the preparation of departmental procedures and training manuals and conducts training sessions for lower level employees
6. supervises the inventory control program of the division to ensure adequate supplies and other items
7. evaluates and makes any necessary changes in patient's pay status code in response to patient's appeal
8. makes special payment arrangements with patient (such as periodic structural installment) when necessary
9. compiles and analyzes data related to division/department activities and organizes in reports
10. keeps abreast of the regulations of governmental agencies administering aid programs (such as Titles V, XVIII, and XIX) in order to recommend changes in internal policies and to maximize third-party payments
11. performs related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Admitting Officer I

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

none

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. reading, spelling, and communication skills equivalent to a high school graduate
2. ability to use a medical dictionary for correct spelling of medical terms

3. ability to prepare forms and reports
4. ability to interview persons with varying cultural and economic backgrounds

Level II: Admitting Officer II**2764**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Any one or any combination of the following types of preparation-
 - (a) experience and/or on-the-job training comparable to that gained at the next lower level of this series
 - (b) college credit for course work in any of the social sciences (such as sociology or psychology)

that totals 1.0 unit according to the following conversion rates

1 year of "a" = 1.0 unit

12 semester hours of "b" = 1.0 unit.

Amounts of experience or training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. reading, spelling, and communication skills equivalent to a high school graduate
2. ability to use medical dictionary for correct spelling of medical terms
3. ability to maintain files and compile reports
4. ability to interview persons with varying cultural and economic backgrounds
5. ability to handle admitting problems (such as uncooperative patients)
6. ability to interact and communicate with other health care professionals within and outside the facility

Level III: Admitting Officer III**2765**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. two years of experience and/or on-the-job training comparable to that gained at the next lower level of this series

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. general knowledge of health care facility organization and functional relationships
2. skill in interpreting policies and rules
3. skill in preparing reports and maintaining records
4. reading, spelling, and communications skills equivalent to a high school graduate
5. skill in interviewing persons with varying cultural and economic backgrounds
6. supervisory ability
7. ability to work with other health care professionals within and outside the facility

Level IV: Admitting Officer IV

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. three years of experience and/or on-the-job training comparable to that gained at the next lower level of this series

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. general knowledge of health care facility organization and functional relationships
2. skill in the supervision of lower level personnel
3. skill in the development of reports
4. skill in coordinating and interacting with other health care facility services
5. reading, spelling, and communications skills equivalent to a high school graduate
6. ability to coordinate division activities and evaluate performance
7. ability to work with public agencies and other health care professionals

Admitting Officer I	Revised
Admitting Officer II	Revised
Admitting Officer III	Edited
Admitting Officer IV	Edited